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PATENT

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Date: August 7, 2003

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No.: 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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Enclosed are the following documents:

TECHNOLOGY CENTER 14700

- Response to Office Action;
- Information Disclosure Statement;
- Form PTO/SB/08A and references thereto; and
- Return receipt postcard.

- In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- In accordance with 37 C.F.R. §1.97(c), also enclosed is:
 - the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
 - a statement as specified in 37 C.F.R. §1.97(e).
- In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. § 1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.

A check for the total fee is attached.

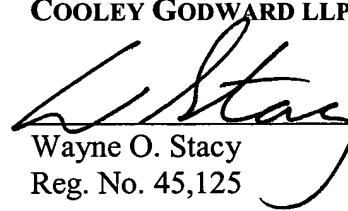
Please charge \$180.00 to Deposit Account No. 50-1283 for the total fee.
This paper is being submitted in duplicate.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

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